

Limited Warranty for Air conditioning units:

Warranty Terms:

Marcell Products	Marcell Models	Parts Warranty	Compressor Warranty	How Obtained
Ductless	MCL (A)	2 Year	5 Year	Fill Warranty Form
Portable	MP	1 Year	1 Year	Fill Warranty Form

Warranty Terms

- These warranties start from the original purchase date of the unit. Proof of purchase invoice which is evidence must be presented to obtain warranty service.
- The warranty is invalid if the factory applied serial number has been altered or removed from the Product.
- Marcell Warranty does not cover abuse or incidental damage.

Replacement For DOA Only

- All returns must include a Return Merchandise Authorization Number (RMA#). This enables us to coordinate your return with the distribution warehouse to get the fastest response to your needs. RMA# requests are made via our fax/online form [Warranty Claim Form](#).
- All returns without a RMA # will be refused at our warehouse and returned to the sender.
- The returned units will be thoroughly inspected to validate their working condition. If we deem the unit to be in proper working condition, the labor and the shipping charges on both directions will be deducted from your refund. If you have NOT informed us of the damage within 10 days, then you have accepted this product in its current condition and a replacement or refund will not be issued.
- Items must be in original packaging, in good condition with all manuals and accessories. No refund can be issued if any of these items are missing.
- We reserve the rights to exchange the unit for the same or comparable model at no cost to you due to the unavailability.

===DOA Definition===

- A unit is classified as DOA, when it is received in the original carton, in a non-functional state.
- Product must be deemed DOA by a certified licensed technician and report within 10 days of Purchase.
- This DOA condition can be caused by several factors, which include, mishandling, manufacturing defect, environmental contamination (water damage) and others.
- If a unit is deemed DOA, MARCELL reserves the right to have the unit examined, before a Return Authorization is issued for it.
- If the unit is found to be DOA due to a manufacturing defect, then it may be replaced. We reserve the rights to exchange the unit for the same or comparable model at no cost to you due to the unavailability.
- However, if it is determined that the unit has been mishandled, the origin of the mishandling will be investigated.

Request a Refund

You may return Unopened units for a refund within 30 days of receipt. Since this product return is not due to our error, a 15% restocking fee plus shipping and handling costs (from and to) will be assessed. Shipping and handling costs (to and from) are deducted from your refund.

- Any shipping and handling costs are not reimbursed.
- All returns must include a Return Merchandise Authorization Number (RMA#). This enables us to coordinate your return with the distribution warehouse to get the fastest response to your needs. RMA# requests are made via our online form [Returns Request Form](#).
- All returns without a RMA # will be refused at our warehouse and returned to the sender.
- Items must be in original packaging, in good condition with the original packing slip, all manuals and accessories. No refund can be issued if any of these items are missing.
- Please allow 2-5 business days for your RMA request to be processed. When an RMA number is issued, an email will be sent to the address you provide on your Request Form. This email will contain your RMA number as well as information regarding return shipment of your unit.
- Please allow approximately 30 business days from the day we received the return in our warehouse to refund your account.

Why do we charge a restocking fee?

Our restocking fee covers applicable shipping, handling, testing and validation, re-boxing, and manufacturer return fees. The products that are returned to us are never resold but sent back to the manufacturer. When you replace your item with another item, we show our appreciation for your business by paying these fees for you. In order to keep our prices low, our policy is to charge a restocking fee only for product returns and not product replacements.